

**MICHIGAN  
ASSOCIATION OF  
UNITED WAYS**

330 Marshall Street, Suite 211  
Lansing, MI 48912



June 7, 2019

Ms. Marlene h. Dortch  
Secretary  
Office of the Secretary  
Federal Communications Commission  
445 12 Street, SW  
Washington, DC 20554

Dear Madam,

This letter is submitted on behalf of the Michigan Association of United Ways serving 43 local United Ways throughout the state as well as the member organization for Michigan 2-1-1.

We support the most recent report by the North American Numbering Council recommending the expansion of the 211 Dialing Code to formally include mental health and suicide prevention along with health and human service information and referral purpose. In Michigan, the 211 network serves over 600,000 callers seeking help, 24 hours a day, 365 days a year.

We are concerned about the rise in suicides across our state and believe that the 211 network provides a highly accessible and effective link to support and services needed for crisis intervention. Trained 211 Specialists utilize their skills to de-escalate callers in crisis and, where needed, work collaboratively with them to complete a safety plan to ensure community, family, and professional support in order to prevent any suicide attempts. Through working together with life-saving service providers and resources, 211 can ensure that people reach the help they need quickly through a single 3-didget number.

Thank you for your consideration of our comments on this most important issue.

Sincerely,

A handwritten signature in black ink that reads "N. Lindman".

Nancy Lindman  
Director, Public Policy and Partnerships  
Michigan Association of United Ways